

Best contact centre campaign in the public sector



**Winner
Supplier**

Teleperformance

Client

Home Office Identity and
Passport Service

Winner

Earlier this year, the Home Office introduced compulsory face-to-face interviews for all first-time UK passport applicants – known as Authentication by Interview (AbI).

Teleperformance was tasked with launching and integrating the AbI service, and set up dedicated teams in Bangor and Ashby-de-la-Zouch, integrated with an appointment-scheduling

system to arrange interviews for applicants.

The number of calls made to the Identity and Passport Service has reduced as more queries are now resolved first time.